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TO: Honorable County Commissioners
Scott Arneson, County Administrator

FROM: Sheriff Marty Kelly

RE: PSAP Operations Update – GovWorx CommsCoach Implementation

Date: July 1, 2026

The Sheriff's Office would like to provide the County Board with an update on recent developments within Goodhue County Public Safety Answering Point (PSAP).

The Goodhue County Sheriff's Office has initiated a partnership with GovWorx to implement the CommsCoach platform within the county's PSAP. This platform combines quality assurance, training, simulation, hiring, and AI-assisted support capabilities, providing modern tools specifically designed for emergency communications centers.

These enhancements will further support the professional development of Public Safety Telecommunicators, improve consistency in call handling, and strengthen operational readiness. CommsCoach also enables the creation of training scenarios based on real-world incidents and integrates with the county's Computer Information Systems (CIS) computer-aided dispatch system to support continuous training and performance improvement.

Funding for this implementation is provided through Minnesota 911 Special Revenue Funds administered by the Minnesota Department of Public Safety Emergency Communication Networks (ECN) Division. GovWorx is funded entirely through existing 911 funds, both for the initial implementation and ongoing costs into the future.

In 2026, the Sheriff's Office engaged in extensive collaborative efforts with Cannon Falls Fire, EMS, and Police. Through multiple meetings and ongoing conversations, we implemented operational changes requested by both Fire and EMS. During our most recent meeting, Cannon Falls confirmed these adjustments achieved the outcomes they were seeking, including an anticipated nearly 40 percent

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reduction in fire pages. We were also informed that additional Fire Departments are interested in pursuing similar improvements, and we will continue meeting with them at their request in the future.

The Sheriff's Office also conducted a review of overall PSAP operations in 2026, prompted by staffing transitions due to retirements and the increasing complexity of modern PSAP responsibilities. Following this review, Sgt. Dahl was reassigned to an Administrative Sergeant position to better support operational needs. This adjustment did not require additional staffing but instead reflects a more efficient and effective use of existing personnel.

No action is required by the Board.